

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is www.gsaadvantage.gov.

**FSS SCHEDULE # 874
CLASS R499**

MISSION ORIENTED BUSINESS INTEGRATED SERVICES

Contract Number: GS-10F-0465R

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at www.fss.gsa.gov

Pricing is effective with Contract Modification #22
Effective date 5/13/2015

Period Covered by Contract: 9/12/2015 to 9/11/2020
Contract Administrator: Kathleen M. Benson
KathyB@ORIResults.com



Office Remedies, Inc. d/b/a ORI
171 Elden Street, Suite 160
Herndon, Virginia 20170
Phone Number: 703.478.0910
Fax Number: 703.478.0936
www.ORIResults.com

Business Type: Woman-Owned Small Business

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CUSTOMER INFORMATION**1a. Awarded Special Item Number(s):**

Special Item Number (SIN)	Description
874-1	Integrated Consulting Services
874-1 RC	Integrated Consulting Services
874-7	Integrated Business Program Support Services
874-7 RC	Integrated Business Programs Support Services

1b. Pricing—See Job Rates below.**1c. Job Category Descriptions—See information below.****2. Maximum Order: \$1,000,000.00****3. Minimum Order: \$100.00****4. Geographic Coverage: Domestic only****5. Point of Production:**
Office Remedies, Inc. d/b/a ORI
171 Elden St., Suite 160
Herndon, VA 20170-4834**6. Discount from List Price: Government net prices (discounts already deducted). See the following****7. Quantity Discount: None offered****8. Prompt Payment Terms: Net 30 days****9a. Government Purchase Cards are accepted at or below the micro-purchase threshold.****9b. Government Purchase Cards are accepted above the micro-purchase threshold--Over \$3,000****10. Foreign Items: None****11a. Time of Delivery: Specified on the Task Order**

- 11b. Expedited Delivery: Contact Contractor
- 11c. Overnight/2-Day Delivery: Contact Contractor
- 11d. Urgent Requirements: Contact Contractor
- 12. FOB Point: Destination
- 13a. Ordering Address:
Office Remedies, Inc. d/b/a ORI
171 Elden St., Suite 160
Herndon, VA 20170-4834
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules).
- 14. Payment Address: Same as company address
- 15. Warranty Provisions: Contractor's standard commercial warranty
- 16. Export Packing charges: N/A
- 17. Terms and conditions of Government Purchase Card Acceptance: Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair: N/A
- 19. Terms and conditions of installation: N/A
- 20. Terms and conditions of repair parts: N/A
- 20a. Terms and conditions for any other services (if applicable): N/A
- 21. List of service and distribution points: N/A
- 22. List of participating dealers: N/A
- 23. Preventive maintenance: N/A
- 24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

- 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/
- 25. DUNS Number: 61-2688994
- 26. Office Remedies, Inc. is registered in the System for Awards Management (SAM) database: <https://www.sam.gov>

Contractor will accept LH and FFP.

INTRODUCTION TO ORI

ORI, a full-service market research firm with 450 employees nationwide provides advanced market research, data collection and management, and innovative research solutions to leading organizations in the public and private sectors. An SBA-certified woman-owned small business and participant in the 8(m) program, ORI works closely with our clients to deliver solutions throughout all stages of the research lifecycle. From concept to design, implementation to analysis and reporting, we pride ourselves on finding innovative ways to maximize the value of our clients' research investment.

Headquartered in Herndon, Virginia, ORI has delivered customized research solutions for 25 years, completing millions of surveys and interviews while simultaneously meeting strict quality assurance and performance metrics. As a result, our clients benefit from stability, quality, and consistency in completing projects on time and within budget at a fair and equitable investment.

We understand the importance of protecting the confidentiality and integrity of our clients' data and take great pride in maintaining our clients' trust. We work with a number of federal agencies on some of the U.S. government's most sensitive data collection programs, and we understand the vital importance of an uncompromising commitment to information security and data privacy.

Our philosophy is to approach each engagement with openness and flexibility. We listen closely, investigate actively and work cooperatively to generate high impact insights that drive results.

THE ORI EDGE

We understand government contracting. We also understand how critical high-quality data and information are to the success of new and existing government programs. Contracting and program officials contact us when they need a qualified and experienced small business with solid past performance and financial stability to help them reach their small business goals. Large prime contractors and incumbents reach out to us to serve as the prime on a re-compete contract that is being set-aside as a small business.

When you select ORI, you will benefit from our knowledge base, expertise and fresh perspectives, and be confident that your project will be delivered on time and within budget.

ORI understands the requirements and has the capabilities to successfully conduct research for government agencies using these methodologies:

- ▶ Online and offline surveys;
- ▶ In-person and virtual in-depth interviews;
- ▶ Live and online focus groups;
- ▶ Social media monitoring and analytics; and
- ▶ Secondary data collection, aggregation and analysis.

We know how to navigate through OMB guidelines on the collection and dissemination of information under the Digital Government Initiative.

We continually explore, evaluate, and adopt the most effective innovative solutions and best practices in market research.

We help our Government clients increase organizational efficiency, save time and money, and strengthen outcomes for stakeholders by:

- ▶ Segmenting target audiences and understand key drivers of behavior, strengthening agencies' ability to meet stakeholder needs;
- ▶ Managing large data projects/surveys consistent with OMB and agency requirements for accurate and timely delivery;
- ▶ Testing resonance and effectiveness of new approaches and service offerings;
- ▶ Determining stakeholder perceptions, including adoption of social media;
- ▶ Benchmarking and track satisfaction and needs, to develop long term stakeholder relationships; and
- ▶ Providing innovative approaches to problem solving and production/workload management.

EXAMPLES OF ORI'S HIGH VALUE APPROACH FOR FEDERAL AGENCIES

Strategy 1: Smaller targeted studies to augment large-scale evaluations.

Benefit: Gather insights into emerging or quickly evolving issues to inform and refine broader monitoring and evaluation initiatives.

Strategy 2: Innovative data collection strategies to reach hard-to-reach audiences.

Benefit: The ability to capture and integrate the perspectives of extremely diverse audiences, using multi-modal methodologies.

Strategy 3: Leverage social media intelligence to augment traditional research insights.

Benefit: Listen to social media conversations about a program or issues and synthesize the information in the context of traditional research results.

Strategy 4: Learn digital media best practices and refine communication strategies through the leading digital marketing and internet-focused research portal.

Benefit: Capitalize on emerging tools and techniques to reach your audiences through the channels they are most active and engaged on.

ORI is proud to include the following agencies among our clients:

U.S. Department of State
U.S. Office of Personnel Management
U.S. Government Accountability Office
U.S. Department of Justice/U.S. Marshals Service
U.S. Department of Labor/Bureau of Labor Statistics

Accolades:

- ▶ 2009, 2010, 2011, 2012 and 2013 Fastest Growing Company, Inc. 5000
- ▶ 2010 WPO and American Express OPEN
- ▶ 2008 Washington *SmartCEO* Magazine's 25! Brava Women Business Achievement Award
- ▶ 2008 Top 25 Best Woman-Owned Businesses, *Working Mother* Magazine

Certifications:

- ▶ WBENC: Women's Business Enterprise National Council certified
- ▶ SBA Certified Women-Owned Small Business, 8(m)
- ▶ Small, Woman, and Minority Owned (SWaM) Business, Commonwealth of Virginia

LABOR RATES

SIN NUMBERS 874-1, 874-1 RC, 874-7, 874-7 RC Current Pricing

MOBIS SIN	Skill Category	Price Offered to the Government Labor Rates (Loaded) Includes IFF Fees
874-1, 874-7	Vice President	\$158.76
874-1, 874-7	Project Director	\$147.22
874-1, 874-7	Senior Statistical Analyst	\$86.68
874-1, 874-7	Researcher	\$83.54
874-1, 874-7	Writer/Editor	\$77.88
874-1, 874-7	Project Manager	\$74.42
874-1, 874-7	Database/Systems Analyst	\$119.65
874-1, 874-7	Programmer	\$125.74
874-1, 874-7	Technology Specialist	\$81.36
874-1, 874-7	Jr. Research Associate I	\$44.01
874-1, 874-7	Jr. Research Associate II	\$50.30
874-1, 874-7	Data Entry Control Clerk/Coder	\$32.38
874-1, 874-7	Interviewer	\$31.44
874-1, 874-7	Data Entry Operator	\$29.86

Out-year Escalation is governed by the Economic Price Adjustment Clause 552.216-70

Service Contract Act

ORI's awarded prices are compliant with the Service Contract Act.

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	Current WD#
Junior Research Associate I	14041 – Computer Operator I	WD 2005-3033, Rev 14 WD 2005-2133 Rev 13 WD 2005-2307 Rev 15 WD 2005-2103 Rev 14 WD 2005-2509 Rev 15 WD 2005-2167 Rev 14
Junior Research Associate II	14042 – Computer Operator II	WD 2005-3033, Rev 14 WD 2005-2133 Rev 13 WD 2005-2307 Rev 15 WD 2005-2103 Rev 14 WD 2005-2509 Rev 15 WD 2005-2167 Rev 14
Data Entry Control Clerk/Coder	01070–Document Prep Clerk	WD 2005-3033, Rev 14 WD 2005-2133 Rev 13 WD 2005-2307 Rev 15 WD 2005-2103 Rev 14 WD 2005-2509 Rev 15 WD 2005-2167 Rev 14
Interviewer	01052 – Data Entry Operator II	WD 2005-3033, Rev 14 WD 2005-2133 Rev 13 WD 2005-2307 Rev 15 WD 2005-2103 Rev 14 WD 2005-2509 Rev 15 WD 2005-2167 Rev 14
Data Entry Operator	01051–Data Entry Operator I	WD 2005-3033, Rev 14 WD 2005-2133 Rev 13 WD 2005-2307 Rev 15 WD 2005-2103 Rev 14 WD 2005-2509 Rev 15 WD 2005-2167 Rev 14

“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”

LABOR CATEGORY DESCRIPTIONS

Labor Category Descriptions

SIN's 874-1, 874-1 (RC), 874-7 and 874-7 (RC)

Vice President

The Vice President is responsible for managing all hands-on operational aspects of the project. Guided by the objectives of contract/project, the Vice President provides the leadership and management necessary to ensure that the project has the proper finance and operational controls, administrative and reporting procedures, and people systems in place to effectively deliver the final outcome of the project.

Essential Duties and Responsibilities

- Provide day-to-day leadership and management as it relates to the project.
- Responsible for the measurement and effectiveness of all processes internal and external for the duration of the project. Provides timely, accurate and complete reports on the status of the project.
- Spearhead the development of internal staff as well as subcontractors required to complete the project.
- Develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the objectives of the project.
- Act as lead communicator through direct contact with client.
- Oversee and manage all aspects of the day-to-day operations to include finance, budget planning, human resources, contract negotiation, legal compliance. Provides leadership, coordination, and general direction with regard to policies, plans and programs for the contract.
- Establish operating goals and objectives for the contract and ensures that such goals and objectives are met.
- Provide support to administrative units, and coordinates their responsiveness to requirements.
- Ensure compliance with company policies and procedures, county, state, and federal regulations.
- Perform related duties as required or deemed appropriate by the Client.

Education and/or Experience

- Bachelor's Degree
- At least fifteen years directly related professional experience.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

Project Director

The Project Director is responsible for the overall management of projects and deliverables and requires significant customer interaction.

Essential Duties and Responsibilities

The Project Directors duties can include:

- Principal contact for clients regarding schedules, budgets, and projected needs and deliverables.
- Coordinates efforts of staff to ensure that projects are produced in accordance with client requirements and within budget.
- Supervises project personnel.
- Works with staff creating project specific programs and applications, including methodologies and sampling plans where applicable.
- Oversees Data Analysis of project to include review of Data Analysis.
- Develops and implements Quality Assurance Control for all aspects of the project.
- Delivers completed project to client.
- Generates invoices to clients upon completion of project.
- Directly manages online sites for clients.
- Prepares proposals for clients.
- Trains Data Entry, Administrative and Help Desk staff as required.
- Advises management of project status and problems (or potential problems) on a regular basis.
- Anticipates potential schedule or priority delays and initiates plans for alternative actions.
- Plans work schedules and assigns duties.
- Maintains records.
- Knows the principles, procedures and standards for the preparation and entry of computer data.
- Accurately maintains records, files and documentation.

Education and/or Experience

- Bachelor's Degree
- At least ten years directly related professional experience.
- Ability to orally communicate effectively with others.
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels
- Displays excellent communication and interpersonal skills.
- Displays excellent attention to detail.
- Establishes and maintains effective working relationships with employees.
- Requires excellent organizational skills and the ability to meet deadlines.

Senior Statistical Analyst

Statistical analysts perform a number of work activities as part of their daily routine. The work carried varies enormously depending on the client, requirements, and time allocation. Reports to the project lead Researcher. During the life span of any given project a combination of activities will be carried out, these include, but are not limited to:

Essential Duties and Responsibilities

- Participating in devising, gathering, monitoring and updating client requirements. This could be done personally or by teaching others how to carry out the task;
- Understanding and solving problems; using various software applications and other testing methodologies;
- Communicating ideas and solutions to problems;
- Analyzing, testing and interpreting data to identify patterns and possible solutions;
- Preparing graphs, tables, charts and diagrams as part of the team presenting findings to clients;
- Acting as a consultant on research techniques and methodologies for internal and external clients;
- Develop and run statistical training;
- Develop web-based applications or other client driven computer programs, as needed;
- Maintain client computer programs, systems, or applications and make recommendations for changes as needed.

Education and/or Experience

- Bachelor's degree or equivalent experience in a relevant field
- At least five to eight years directly related professional experience.
- A solid background in questionnaire design, sampling methodology, computer science and/or analysis.

Researcher

Experienced research professionals organize the collection of public and business opinion about products, services, advertising campaigns and/or organizations. Analyze and interpret the results of their surveys for clients. Mathematical and statistical ability is essential, as are good planning skills. They also have excellent writing skills, with extremely close attention to detail and a demonstrated ability to communicate clearly, concisely and accurately. Understanding of cultural differences and a sound knowledge and understanding of the businesses or industries they research help the Researchers design and interpret their studies more accurately. The ability to keep information private is critical. Where needed, research professionals will also develop and maintain client computer applications, systems, and programs.

Essential Duties and Responsibilities

Researchers perform the following tasks:

- Meet with and discuss the client's needs
- Design surveys and questionnaires
- Organize and conduct surveys
- Train/and or supervise survey staff
- Personally conduct focus group or one-on-one interviews, or supervise subcontractors performing these services
- Collate survey and interview information collected
- Analyze and evaluate survey and interview results
- Present findings in reports
- If desired, recommend a course of action for clients based on information collected and results desired.
- Develop web-based applications or other client-driven computer programs, as needed
- Maintain client computer programs, systems, or applications and make recommendations for changes as needed
- Troubleshooting system problems and providing fixes.

Education and/or Experience

- Bachelors' degree or equivalent experience in a relevant field
- Five to ten years directly related professional experience.
- Has conducted quantitative and qualitative research at this level
- Possesses a solid background in questionnaire design, sampling methodology, computer science and/or analysis
- Ability to orally communicate effectively with others
- Ability to communicate effectively in writing.
- Ability to work cooperatively with colleagues and supervisory staffs at all levels.

Writer/Editor

Consults daily with client's customers and designs custom research, writes survey questions, analyzes study results, and coordinates distribution of results to clients. Maintains strong interest in current events, social issues and politics, and possesses a solid background in questionnaire design, sampling methodology, and analysis.

Essential Duties and Responsibilities

- Assist in the writing of proposals
- Assist in writing of survey questions
- Assist in writing of final reports and presentations
- Proof read and copy editing of primary deliverables which include final reports to customers
- Collaborate with editorial teammates
- Demonstrated excellent writing and editing skills
- Ability to exercise independent initiative
- Effective prioritization and time management skills
- Extremely close attention to detail
- Demonstrated ability to communicate clearly, concisely and accurately

Education and/or Experience

- Bachelor's Degree
- Five to ten years directly related professional experience.

Project Manager

Working under the general direction from the Vice President, and Project Director, the Project Manager is responsible for the overall coordination of the data control function and office services as well as general contract administration functions.

This position establishes and ensures adherence to procedures and standards designed to satisfy client requirements for information processing with maximum efficiency. Position primarily involves overseeing work to data entry and help desk operators and coordinating daily scheduling priorities. Also interacts with contractors on an as needed basis.

Essential Duties and Responsibilities

- Acts as liaison between data entry or help desk operators, customers, and corporate office.
- Coordinates work for data entry or help desk operators to meet required deadlines.
- Compiles electronic files of data to clients in various formats.
- Assists with review of Data Analysis of project.
- Assists with the Quality Assurance Control for all aspects of the project.
- Maintains and revises procedural list, control records, and coding schemes to process source data.
- Produces reports as required by client.
- Assists clients and employees with inquiries as needed.
- Maintains project files.
- Ensures strict confidentiality of client records.
- Manages projects on an as-needed basis.
- Supervises and assists in training of data entry and help desk personnel as-needed.
- Plans and coordinates work schedules and assigns duties.
- Knowledge of the principles, procedures and standards for the preparation and entry of computer data in various formats.
- Excellent communication and interpersonal skills.
- Accurately type a minimum of 50 wpm.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Establish and maintain effective working relationships with employees and customers.
- Good organizational skills and the ability to meet deadlines.
- Ability to maintain accurate records, files and documentation including timesheets, billing and financial information related to a contract.
- Computer skills include but are not limited to Microsoft Office, Foxpro, and Excel.

Education and/or Experience

- Bachelor's Degree.
- Previous data entry training.
- Minimum 5 years' experience directly related to duties and responsibilities described.

Database/Systems Analyst

The Database/Systems Analyst provides and maintains technology services to effectively plan, operate, and maintain technology solutions for a client. The individual designs and implements technology solutions that enhance client capabilities and effectiveness.

Essential Duties and Responsibilities

- Provide system and management analysis for programs and provide information that will be used for making decisions on the administrative and programmatic aspects of these programs
- Analyze program requirements to develop program or administrative systems including the systems specifications, data gathering and analytical techniques, and systems evaluation methodology
- Consult with internal and external users to determine needs and confirm specifications
- Analyze and evaluate the effectiveness of program operations in meeting established goals and objectives
- Develop ad-hoc queries to access applicable program data, extract and prepare data in a variety of electronic formats for end users, and respond effectively to requests for case, trend, or other program information from staff
- Use object-oriented programming languages, as well as client and server applications development processes and multimedia and Internet technology, to automate staff functions designed to improve work flow
- Test, maintain, and monitor applicable program applications and other related systems
- Train staff and users to work with program applications and other related systems, and where necessary, provide assistance in solving computer related problems and issues
- Provide and maintain technology services to effectively plan, operate, and maintain technology solutions
- Work cooperatively with existing onsite data technology specialist to coordinate any overlapping activities
- Monitor on a daily basis system performance and identify and resolve system problems

Education and/or Experience

- Undergraduate degree with an emphasis in computer sciences or any related area or equivalent experience
- 5-7 years relevant work experience
- Preferred: professional experience developing and maintaining relational databases in Microsoft SQL and Oracle Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

Programmer

Programmers are highly proficient in programming using web based technologies to support the processing and analysis of data for research projects. Programmers participate in all aspects of ORI's research projects. Primary responsibilities include performing a variety of tasks related to web programming, data collection, data processing, quantitative and qualitative data analysis, report writing, and data manipulation.

Essential Duties and Responsibilities

- Designing, documenting, testing, creating or modifying computer systems or programs to meet user or system specifications
- Manipulating and managing data in Relational Databases and Statistical packages
- Performing statistical analyses to support research projects
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

Education and/or Experience

- Undergraduate degree in computer science, economics, statistics, public policy or related field or equivalent
- 5-7 years of experience writing web and statistical programming code
- 7-10 years of relevant work experience
- Thorough knowledge of data processing management
- Thorough knowledge of web technologies including statistical packages
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment

Technology Specialist

Supports ORI research and data collection projects in the programming of websites, online survey instruments, pulling and transferring files via secure FTP files, and leading task activities that include web-based and mail surveys. Converts interview objectives and specifications into each project's requisite data collection modes including web, Computer Assisted Telephone Interviewing (CATI), and U.S. mail.

Essential Duties and Responsibilities

- Works with Project Managers and other researchers design and program data collection tools using WEB, CATI or mail methodologies to meet internal or external user specifications
- Performs consistency checks, data range checks and conducts quality control on programming logic
- Performs quality control checks on survey instruments and on data files and maintains quality documentation
- Creates, tests and modifies computer programs
- Aggregates data files and ensures accurate file transfer to other users
- Uses discretion and independent judgment when developing computer programs and technical solutions for internal and external users

Education and/or Experience

- Undergraduate degree in computer science, mathematics or related field
- 3-5 years relevant work experience

Junior Research Associate I**Essential Duties and Responsibilities**

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers incoming calls and emails as needed
- Develops online survey programs.
- Formats and produces large reports and proposals, PowerPoint presentations under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data, including free form data from mail respondents into computer processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Assists with the production of call center activity reports
- Assists with Quality Assurance as needed
- Identifies and resolves production related errors.
- Assists with coordinating the work of printing and mailing vendors.
- Coordinates confidential data either through phone or mail surveys.
- Coordinates and assists with training classes when requested.

Education and/or Experience

- High school diploma.
- 1 to 3 years relevant experience.
- Accuracy and ability to work unsupervised.
- Excellent keyboard skills and accurately type a minimum of 50 wpm or 7,500 keystrokes per hour.
- Ability to communicate effectively in writing and orally.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.
- Computer skills include but are not limited to Microsoft Office, FoxPro and Excel

Junior Research Associate II

Essential Duties and Responsibilities

- Assists with project coordination as directed by President, Vice President and Project Managers.
- Answers incoming calls and provides technical support and assistance with telephone and web respondents if necessary.
- Develops online survey programs.
- Formats and produces large reports and proposals, PowerPoint presentations under tight deadlines.
- Revises text and tables based on material from editors and research staff for accuracy and completeness.
- Collects, codes, inputs and reviews standard/complex business and statistical data including free form data from mail respondents into computer processing system.
- Audits output of data.
- Develops, maintains and revises procedural lists, control records and coding schemes to process source data.
- Identifies and resolves production related errors.
- Assists with coordinating the work of printing and mailing vendors.
- Coordinates confidential data either through phone or mail surveys.
- More difficult or confusing customer questions either from the customer or other employees are escalated for resolution.
- Assists with the preparation of call center activity reports
- Assists with Quality Assurance as needed
- Reviews error messages and corrects data where applicable, redirects data for error correction.
- Conducts training classes when requested.
- Assists in the development of training materials

Education and/or Experience

- High school diploma.
- 3-5 years relevant experience.
- Accuracy and ability to work unsupervised.
- Excellent keyboard skills and accurately type a minimum of 50 wpm or 7,500 keystrokes per hour.
- Ability to communicate effectively in writing and orally.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.
- Computer skills include but are not limited to Microsoft Office, FoxPro, and Excel.

Data Entry Control Clerk/Coder

This position is responsible for the coding and verifying of data, organizing and processing data records, and may lead or direct the work of data entry operators for a variety of standard and/or complex coded or un-coded business and statistical data.

Essential Duties and Responsibilities

- Develops a list of codes that correspond to written survey text.
- Codes and reviews standard/complex business data into a format that is data entry ready.
- Audits output of data.
- Maintains and revises procedural lists, control records and coding schemes to prep source data.
- Identifies and resolves production related errors.
- Excellent keyboard skills and accurately type a minimum of 60 wpm or 10,000 keystrokes per hour.
- Excellent judgment to plan and accomplish goals.
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.

Education and/or Experience

- High school diploma.
- Previous data entry training.
- Minimum 2 years administrative or professional experience.
- Data entry skills, accuracy, and ability to work unsupervised.

Interviewer

Responsible for conducting telephone interviews for survey projects. Works with the Data Control Manager to make sure that all data elements are captured.

Essential Duties and Responsibilities

- Answers incoming calls and provides technical support and assistance with telephone and web respondents if necessary.
- Collects, codes, inputs and reviews standard/complex business and statistical data, including free form data from mail respondents into computer processing system.
- Assists with Quality Assurance as needed
- Supports other interviewing staff as appropriate
- Enters data from respondents
- Coordinates and prepares mail packages
- Assists with research into problem cases
- Must have good telephone manners
- Must be friendly, confident, courteous and tactful
- Must have good communication skills
- Must be well-organized, with legible handwriting and the ability to work with facts and figures
- Should enjoy talking to people in different places and situations
- Ability to learn and adapt to varied work assignments.
- Excellent attention to detail.
- Good organizational skills.
- Willingness to work as needed.
- Able to meet deadlines.

Education and/or Experience

- High school diploma.
- Previous interviewing experience a plus
- Minimum 2 years administrative or professional experience.
- Accuracy and ability to work unsupervised.

Data Entry Operator

This position is responsible for data entry and verification on assigned projects for a variety of standard and/or complex coded or un-coded business and statistical data.

Essential Duties and Responsibilities

- Supports interviewing staff as appropriate
- Displays excellent oral and written communication skills
- Pleasant telephone voice and demeanor
- Enters data from respondents
- Coordinates and prepares mail packages
- Assists with research into problem cases
- Retrieves information to be entered into the system from corporate office.
- Reviews and inputs data into computer processing system.
- Checks and verifies the correctness and completeness of data that has been entered.
- Makes minor modifications as necessary.
- Performs other clerical or processing functions as necessary.
- Supports preparation of production jobs as necessary
- Excellent keyboard skills.
- Accurately type a minimum of 60 wpm or 10,000 keystrokes per hour.
- Knowledge of field concepts, practices, and procedures required.
- Ability to follow written and verbal instructions and request assistance when needed.
- Ability to adapt to varied work assignments.
- Excellent attention to detail.
- Willingness to work as needed.
- Able to meet deadlines.

Education and/or Experience

- High school diploma
- Previous data entry training.
- Minimum 2 years administrative or professional experience.
- Ability to work unsupervised.

Education/Experience Equivalency Matrix

AA or High School Equivalency + 4 years of experience=BA
BA/BS +3 extra years of experience=MA/MS
MA/MS+4 extra years of experience=PhD